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May 3, 2002

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

**Re: Notification of Subscriber Transfer  
CC Docket No. 00-257**

Dear Madam Secretary:

Pursuant to Section 64.1120 of the Commission's Rules, this letter provides notification of the planned transfer of certain Texas local exchange subscribers of TXU Communications to Southwestern Bell Telephone Company (SWBT). SWBT will provide all transferred subscribers local exchange services. Each affected subscriber will have at least 30 days notice prior to the transfer. SWBT will begin transferring affected subscribers that have not selected an alternative provider beginning June 3, 2002.

SWBT certifies that it has provided advance subscriber notice in accordance with section 64.1120(e)(3).<sup>1</sup> Further, SWBT has and will comply with the obligations specified in the notice and any other applicable statutory and Commission requirements. The notification letter is attached hereto.

Should you have any questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Davida M. Grant", with a stylized flourish at the end.

Davida M. Grant

Attachment

<sup>1</sup> The Texas Public Utilities Commission does not permit preferred carrier freezes for dialtone services. Accordingly, the notice does not inform affected customers that any freeze protection will be lifted.

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May 3, 2002

**Para traducción en español,  
favor de llamar  
1-866-755-2642**

**URGENT: NOTICE OF TRANSFER OF RESIDENTIAL TELEPHONE SERVICE**

TXU Communications is changing their local service markets and will no longer offer residential local telephone service in your area. **This means your local telephone service with TXU Communications will be discontinued after June 12, 2002.** We regret any inconvenience this may cause.

TXU Communications has transferred rights to Southwestern Bell Telephone Company ("SWBT") to provide your local residential telephone service. This change does not affect TXU Communications business local or long distance service customers.

You have the right to transfer your TXU Communications telephone services to the alternative service provider of your choice. However, you must make this selection by **June 2, 2002** (the "Selection Date").

If you have not transferred your local residential telephone service to either SWBT or another provider by the Selection Date, your local residential telephone service will be transferred automatically to SWBT within ten (10) days from the Selection Date (the "Transfer Period").

After the Transfer Period, TXU Communications will no longer be providing your local residential service. Immediately call SWBT or another local carrier of your choice to select new local residential service packages and ensure a smooth transition!

If you have any questions about this process, please call:

**Contact Numbers**

Southwestern Bell: 1-888- 877-0917 for residential service  
Hours: M-F 8:00 a.m.-6:00 p.m. CST

TXU Communications: 1-866-755-2642 (toll free) for residential service  
Hours: M-F 8:00 a.m.-6:00 p.m. CST

Call TXU Communications no later than **June 1, 2002** to review your final local telephone service bill and disconnect your service, and TXU Communications will send you a ~~\$20 PREPAID CALLING CARD~~\* to offset the inconvenience of switching your service.

Sincerely,

A handwritten signature in black ink, appearing to read "Philip Midkiff".

Philip Midkiff  
Vice President, Sales, Marketing and Product Development  
TXU Communications

\* Please allow 4-6 weeks for delivery.

Please see the information included in this mailing for important details.



May 3, 2002

## NOTICE OF TRANSFER OF LOCAL RESIDENTIAL TELEPHONE SERVICE

Dear Residential Telephone Customer:

TXU Communications Telecom Services Company and Fort Bend Long Distance Company, dba TXU Communications (collectively "TXU COMMUNICATIONS"), and Southwestern Bell Telephone Company ("SWBT") have entered into agreements whereby SWBT has acquired TXU COMMUNICATIONS' rights to provide your local residential telephone service should you not choose another local service provider. This change does NOT affect business local service, or long distance and other services you may currently be receiving from TXU COMMUNICATIONS. Upon receipt of this letter you may transfer your local residential telephone service to SWBT or any other carrier of your choice. If you have not transferred your local residential service to SWBT or another carrier by **June 2, 2002**, (the "Selection Date"), then within the following ten (10) day period (the "Transfer Period"), your local residential telephone service will be transferred to SWBT as outlined below in accordance with applicable rules of the Public Utility Commission of Texas ("TPUC"). After the Transfer Period, TXU COMMUNICATIONS will no longer provide local residential telephone service to you.

You have a choice in selecting your local residential telephone service provider.

- 1) If You Select SWBT For Local Residential Service By The Selection Date:** Please contact SWBT at 1-888-877-0917 for service as soon as possible. SWBT will provide you with the services you request. You may be able to retain your existing TXU COMMUNICATIONS phone number with SWBT service. Your customer service representative will confirm your number retention when you call for service. SWBT will not charge its customary new connection fee or any other carrier change charges pursuant to TPUC Substantive Rule 26.130(k) and FCC Rule 64.1120.
- 2) If You Select Another Provider Before The Selection Date:** Please be aware that if you transfer your local residential service to a provider other than SWBT, you may incur a new connection charge, and you must make arrangements with that local residential service provider to transfer your service prior to the Selection Date.
  - a. If you will be keeping your phone # – If you make arrangements for new local residential service from a service provider other than SWBT and you will be keeping your existing telephone number, then your new provider will contact TXU COMMUNICATIONS to arrange for the transfer of your service – you will not need to do anything further.
  - b. If you will not be keeping your phone # – If you make arrangements for new service from a service provider other than SWBT but you will not be keeping your existing telephone number, then please contact TXU COMMUNICATIONS at 1-866-755-2642 to schedule the disconnection of your existing telephone service and the discontinuation of further billing.
- 3) If You Do Not Select A Local Residential Service Provider By The Selection Date:** If you have not transferred your local residential service by the Selection Date, your local residential telephone service will be automatically transferred to SWBT during the Transfer Period, in accordance with the applicable rules of the TPUC and FCC. Services will be provided to you as follows:
  - a. Local Services – Local residential services are the only services affected by this change. TXU COMMUNICATIONS will continue to provide business local and long distance services. SWBT will provide approximately the same local residential service as you were receiving with TXU COMMUNICATIONS, at SWBT's approved rate structure. SWBT will not charge its customary new connection fee or any other carrier change charges pursuant to TPUC Substantive Rule 26.130k and FCC Rule 64.1120.
  - b. Service Adjustments – You may make adjustments and changes to your service from SWBT at any time by calling the 800 number listed above.

You will be responsible for any account balance due TXU COMMUNICATIONS through the date of your transfer. After the payment of your final bill to TXU COMMUNICATIONS, any deposits or credits that may be due to you from TXU COMMUNICATIONS will be sent to you within 30 days following the discontinuation of your local residential telephone service. TXU COMMUNICATIONS will no longer make any new changes to your TXU COMMUNICATIONS local residential phone service.

TXU COMMUNICATIONS appreciates the opportunity to have been your local residential telephone service provider. SWBT is eagerly looking forward to serving your communications needs! If you have any questions regarding your TXU COMMUNICATIONS telephone service or the transfer of your service, please direct any questions you may have to TXU COMMUNICATIONS at 1-866-755-2642. TXU COMMUNICATIONS will work with you to attempt to resolve any outstanding issues involving its service. If you have any questions about your future telephone services or features from SWBT, please contact SWBT at 1-888-877-0917.

Sincerely,

**TXU Communications**

**SWBT**

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As a service to our customers, and in compliance with requirements of the Public Utility Commission of Texas, SWBT wants to provide you with the following information concerning the terms and conditions of service.

**SWBT's TERMS AND CONDITIONS OF SERVICE**

- Depending on your location, your residential local telephone service will be billed at a monthly rate between \$8.33 - \$11.23 for Southwestern Bell's touch-tone one-party flat rate service. Touch-tone Lifeline service is billed at a rate of \$2.68 - \$4.23. \*
- If you decide to order any additional services, a full description of each product or service you order will be identified on your bill. For additional information, you may reference the EasyOptions section of your Southwestern Bell Telephone directory or visit our Web site at [www.swbell.com](http://www.swbell.com).
- Charges for late payment and returned checks – For residential customers, a late payment charge of \$2.95 is applicable on all residence bills if charges greater than \$10.00 are carried over to the next bill, as is referenced in the Payment Information section of the telephone bill. There is a \$25.00 charge for returned checks. If late payment or returned check charges are applicable, they can be found in the Other Charges section and Monthly Statement section of the telephone bill.
- Deposits and advance payments – If a deposit or advance payment is later required to continue local telephone service with Southwestern Bell, the advance payment will appear in the Monthly Statement section of your telephone bill and the deposit will appear in the Payment Information section of your telephone bill. Information on interest accrual and refund of deposit can be found in the "Your Rights as a Customer" section of the Southwestern Bell Telephone directory.
- Telephone number assignment changes - Your correct telephone number will be reflected on your telephone bill.
- You may terminate your service at any time, subject to a minimum one-month's billing as set forth in our tariffs.
- Applicable minimum contract service terms and early termination fees – If you have a signed a contract for a minimum term, you should have received a contract with the terms, conditions and applicable termination fees. If you have not received this contract, please call us at 800-499-7928.

\* Rates for Southwestern Bell's touch-tone, 1-party flat-rate line and for Southwestern Bell's touch-tone, Lifeline service vary by location.